Caring for our People

Plans to improve the Northwest Territories Health and Social Services System

Northwest Territories Health and Social Services

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If you would like this information in another official language, call us.

English

Si vous voulez ces informations en français, contactez-nous.

French

Kīspin ki nitawihtīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.

Cree

TŁĮCHǪ YATI K'ĘĘ. DI WEGODI NEWǪ DÈ, GOTS'O GONEDE.

Tłı̨chǫ

ʔERIHTŁ'ÍS DËNE SÚŁINÉ YATI T'A HUTS'ELKËR
XA BEYÁYATI THEʔĄ ʔAT'E, NUWE TS'ËN YÓŁTI.

Chipewyan

EDI GONDI DEHGÁH GOT'ĮE ZHATĮE K'ĘĘ EDATŁ'ÉH
ENAHDDHĘ NIDE NAXETS'Ę EDAHŁÍ

South Slavey

K'ÁHSHÓ GOT'ĮNE XƏDǾ K'É HEDERI
ʔEDĮHTL'É YERINIWĘ NÍDÉ DÚLE.

North Slavey

Jii gwandak izhii ginjìk vat'atr'ijąhch'uu zhit
yinohthan jì', ɖiits'àt ginohkhìi.

Gwich'in

UVANITTUAQ ILITCHURISUKUPKU INUVIALUKTUN, QUQUAQLUTA.

Inuvialuktun

ᑕᕆᐊᐃ ᑎᑎᖅᑲᓪᓚᕆᑦ ᐱᓕᒍᔪᕐᑐᑦ ᐃᓄᒃᑎᑐᓕᖅᓯᒪᓕᕆᓂᖅ,
ᐅᓪᓗᕆᑎᒥᓄᑦ ᐅᖅᓯᓕᕐᓇᖅᑐᑎᑦ

Inuktitut

Hapkua titiqqat pijunagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

1-867-920-3367

WHAT ARE WE DOING?

We are making improvements to the NWT health and social services system to better respond to the needs of our residents.

HOW ARE WE GOING TO DO IT?

The health and social services system is moving from multiple, regional health and social services authorities to an integrated system with regional representation and input. We are also developing a single Strategic Plan to drive the priorities and direction of the system.

WHY ARE WE DOING IT?

The NWT has been successful in making sure quality care is available on a timely basis to residents in all regions of the NWT, but we know we can do better. With the staff, technology and resources we have today, we are able to offer *better care* to our residents. To make better use of what we have, we need to modernize our health and social services system so we can provide ***the best health, best care, for a better future*** for all NWT residents.

WHAT WILL CHANGE?

We will break down barriers that can happen when patients and clients receive care in multiple Health and Social Services Authorities. We will better meet the needs of our residents by:

- Improving coordination of our services;
- Ensuring community and regional input into Territorial programs;
- Maximizing the use of our human resources, facilities and every dollar we spend;
- Making our system more responsive to the needs of our residents; and
- Enhancing frontline and community based patient-client care.

This will result in improved outcomes for our residents, and improved accountability for the performance of our system.

WHERE DO WE WANT TO BE?

A single system with a coordinated approach focused on achieving our vision of the ***best health, best care, for a better future*** for the residents of the NWT.

Mission: Working in partnership to provide the highest quality of care and services and encourage our people to make healthy choices to keep individuals, families and communities healthy and strong.

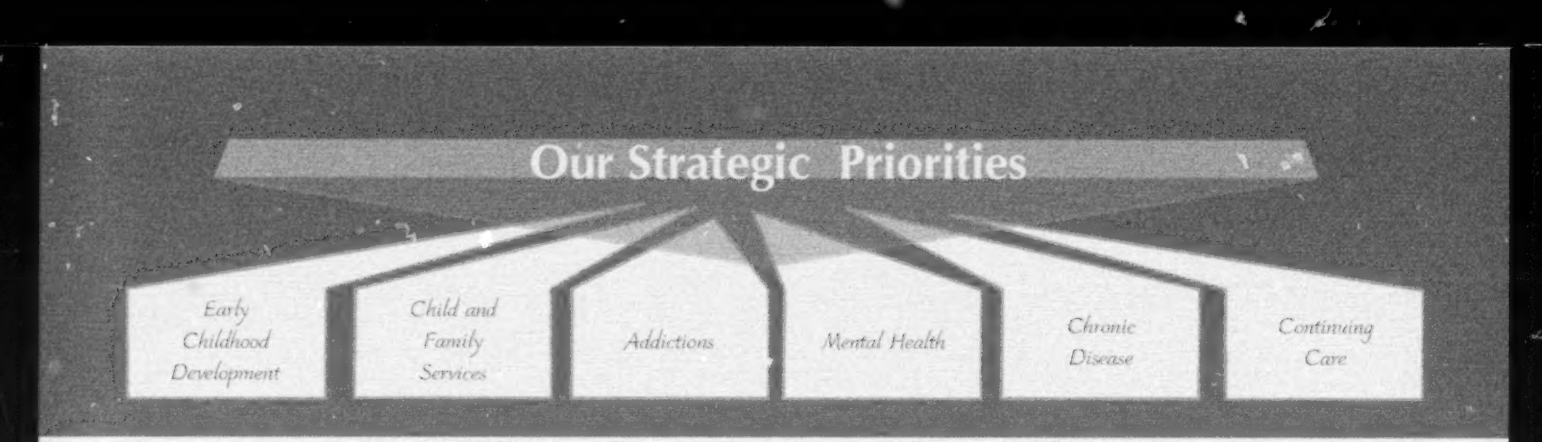
Vision	Best Health	Best Care	Better Future
Goals	**Improved health status of the population**	**Care and services are responsive to children, individuals, families, and communities**	**Ongoing sustainability of the health and social services system**
Objectives	Promote healthy choices and personal responsibility through awareness and education Decrease incidence of chronic disease with a focus on diabetes and cancer Reduce incidence of addictions Provide targeted access to services for high-risk populations to reduce disparities in health status and the impacts of social determinants	Deliver safe, quality and appropriate care and services Reduce gaps and barriers to current programs and services Enhance the patient/client experience Ensure programs and services are culturally sensitive and respond to community wellness needs	Improve partnerships and collaboration Enhance the skills, abilities and engagement of the Health and Social Services workforce Support innovation in service delivery Improve accountability and manage risk Appropriate and effective use of resources

Guiding Principles

- Focus on the patient/client;
- Support individuals and families to stay healthy;
- Ensure regions have a voice at the territorial level;
- Ensure access to care and services;
- Emphasize quality care;
- Sustainability; and
- Respect diversity of all cultures.

Values

- Caring – we treat everyone with compassion, respect, fairness and dignity and we value diversity;
- Accountable – system outcomes are measured, assessed and reported on;
- Relationships – we work in collaboration with all of our residents, including Aboriginal governments, individuals, families and communities; and
- Excellence – we pursue continuous quality improvement through innovation, integration and evidence based practice.



Why these priorities?

Early Childhood development

32% of children in the NWT are vulnerable in the areas of social, emotional, physical and cognitive and language development at school entry. The percentage of children behind in one or more area of their development was 18% above the national average.

Child and Family Services

Children abused, maltreated, neglected and having grown up in highly dysfunctional homes are at a higher risk to experience issues later in life, including: poor mental and physical health outcomes, addictions and violence (victim and perpetrator). In any given year, approximately 7% to 9% of the NWT population under the age of 19 are receiving services under the *Child and Family Services Act* (on a voluntary or involuntary basis).

Addictions

30% of the residents surveyed were found to be heavy drinkers, compared to 19% nationally. Heavy drinking can have serious short-term and long-term consequences for the drinker and those affected by negative outcomes of the drinking. Consequences include: injury, chronic health conditions, as well as assaults, family and social violence and dysfunction.

Mental Health

The NWT had a significantly lower proportion of the population, compared to the national average, reporting that their overall mental health was very good or excellent – 63% versus 72%. The NWT has a rate of self-inflicted injury hospitalizations that is three times that of Canada.

Chronic Disease

Several chronic conditions are growing issues in the NWT: diabetes, hypertension, asthma and chronic obstructive pulmonary disease. These conditions are often preventable and if not properly treated and managed, can lead to serious complications and, in some cases, premature death.

Continuing Care

The population age 60 and over is expected to be more than double by 2031. The NWT seniors population may be more vulnerable to poor health outcomes due to socioeconomic determinants such as: housing (overcrowding and core need), lower education attainment levels, lower health literacy, access to meaningful employment, crime rates and poverty. Lifestyle risk factors may also impact negatively on the overall health outcomes of the NWT seniors population.

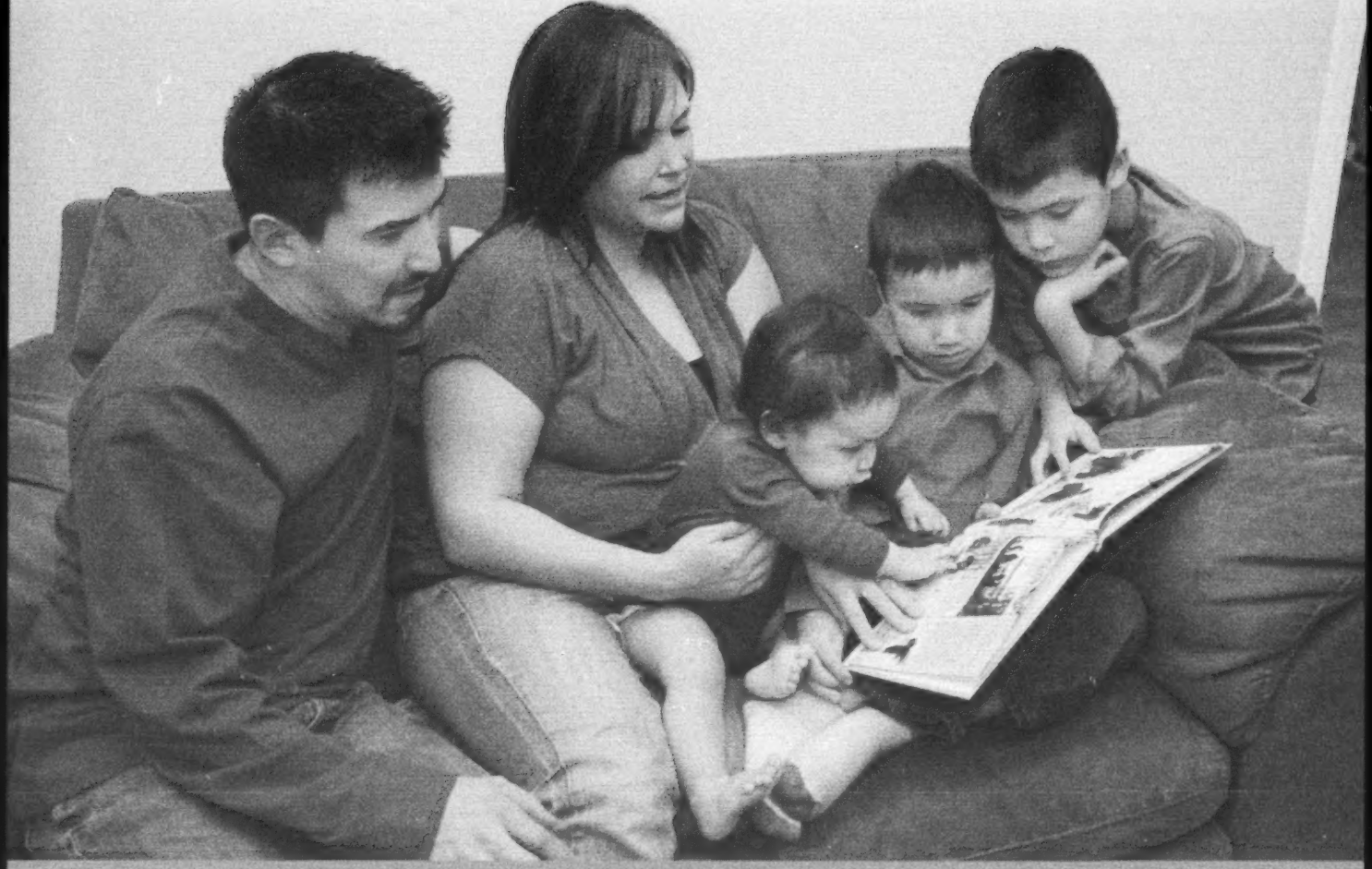
What we need from you!

Are the strategic priorities the right ones?

Are the objectives the right ones?

Are the goals the right ones?

Did we miss anything?



We want to hear from you!

Please send your comments to

hss_comments@gov.nt.ca

Click here to fill out a short survey.

For more detailed information on the proposed changes to our structure, refer to the Discussion Paper on Governance at **www.hss.gov.nt.ca**

Your comments will be used to guide the decision making and finalizing of the new Health and Social Services Strategic Plan.

Your input is very helpful!